Indiana Eligibility Modernization Initiative
V-CAN Questions & Answers
Updated February 1, 2008

The Indiana Family and Social Services Administration (FSSA) is embarking on a modernization effort that transforms the way clients interact with FSSA. This modernization provides clients with more choices and convenience while improving accountability for FSSA. The IBM-led Coalition received the following questions during Informational sessions and V-CAN training sessions held throughout the state. Answers to the questions are provided below in six categories. To view a specific set of questions and answers, press "CTRL" and click on the name of the section you wish to view. If you have additional questions, please contact the IBM-led Coalition at vcan@us.ibm.com.

Informational Meeting Q&A Categories

I. Clients

Client Interaction after Modernization

1. **How will the Indiana Eligibility Modernization project streamline the application process?**
   Under modernization, additional methods of applying for assistance (such as online and over the phone) and submitting application documentation (such as FAX and mail) allow applicants to reduce the number of visits to a Local Office. A picture of the application process after Modernization can be found at www.in.gov/fssa, click on "Eligibility Modernization" and select "Application Process after Modernization."

2. **Will computer-generated client notices still exist? If so, will the notices be simplified and easier to read?**
   The IBM-led Coalition recognizes the value of having clear, easy to read notices from the Indiana Client Eligibility System (ICES) system. As such, during the Modernization, if there is a need to replace any current system-generated notices, the IBM-led Coalition will work with FSSA to improve the format and content whenever possible.

3. **What is the process if a client loses his/her Electronic Benefits Transfer (EBT) card?**
   A client who loses an EBT card will call a toll-free number to report the lost card and request a new card. A new EBT card will be mailed to the client.

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Applicant Interviews after Modernization

4. **Will an interview be required for a TANF or Medicaid application? If so, when and how?**
   Interviews are required for TANF and Medicaid; however, they will be conducted over the phone in most cases. In-person interviews may be conducted at the applicant's request or due to individual circumstances such as personal needs or program complexity.

   Once an application is received and reviewed at the Service Center, an appointment notice will be mailed to the applicant with the appointment date and time. If needed, the applicant may call the Service Center to reschedule the appointment.

5. **Will homebound clients be allowed to have a phone interview for Food Stamps instead of a face-to-face interview?**
   Food Stamp applications generally require a face-to-face interview; however, the Food Stamp policy allowing phone interviews for those who cannot get to an office remains in effect.

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Local Offices/Office Visits

6. **What are the specific Local Office locations and who makes decisions about the locations?**
   Exact locations for local DFR offices in each county are not yet available; FSSA and the IBM-led Coalition are working together on these decisions. The locations are posted to the FSSA website when they are finalized. Go to www.in.gov/fssa, click "Family Resources", select "Locate an Office" and select the county name for the local office address. Additionally, clients are able to contact the Call Center to find local DFR office locations.

7. **Who will take applications in the Local Office?**
   If a client chooses to apply in a local DFR office, IBM-led Coalition employees will complete the intake process in offices in the 37 largest counties. In the 55 counties with smaller populations, offices will be staffed by State workers who will conduct the intake process.

8. **Will eligibility be determined in one visit to a Local Office?**
   For expedited Food Stamp cases, whenever possible, eligibility is determined on the same day of the client's visit to the office assuming the required documentation (proof of identity) is available. For other

types of applications, phone interviews are used to reduce or eliminate the need for office visits, when possible. Eligibility is determined once all supporting verifications are provided.

9. **How will Expedited Food Stamps work in the new system?**
If an applicant is identified as potentially eligible for Expedited Food Stamps during the Internet Screening process, they are instructed to go to a local DFR office. If an applicant is determined eligible for Expedited Food Stamps, the Electronic Benefits Card (EBT) is authorized at the local DFR office. Beginning in March 2008, all EBT cards will be mailed to clients by the EBT vendor.

10. **How many self-service computers will be available at each Local Office?**
In the modernized system, there are self-service areas in each local DFR office equipped with computers and telephones for applicants and clients to use when applying for or managing their benefits. The number of self-service computers in each Local Office has not yet been determined.

11. **If clients are uncomfortable using a computer, can they still apply in person?**
Applicants are able to get assistance with the computer in Local Offices. In addition to applying online, applicants have the option of printing a paper application in the Local Office or requesting one through the toll-free phone number. In addition to requesting a paper application, applicants have the option of requesting an in-person interview in a Local Office.

12. **Is a Local Office in every county a requirement for the full ten years of the contract?**
Yes. The contract requires a Local Office in every county for the 10-year contract period.

13. **What changes for clients when they apply at Local Offices between March 19, 2007, and the new system start date for each region?**
On March 19, 2007, many state caseworkers transitioned into full-time positions with the IBM-led Coalition. These employees may perform the initial intake process, but only a State worker can perform the interview for Food Stamp applications or make eligibility determination decisions. Beginning March 19 and continuing with modernization, clients may have one worker start their intake and another worker complete the process.

14. **How will bus passes be handled at the Local Offices?**
Bus passes will be issued at Local Offices.

15. **Is it possible that the caseworkers in specific Local Offices will not be the same people when the new system begins?**
As staff members take on new or different duties, it is possible that caseworkers could move to different office locations.

16. **Will appeal hearings still be held in the client's home county?**
Yes. Appeal hearings will continue to be held in the client's home county. These hearings will be conducted by phone in most cases, unless the appellant requests a face-to-face hearing.

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Redeterminations after Modernization

17. **What will be the process for redeterminations? Is an in-person interview required for redeterminations?**
The Redetermination process includes five steps:
    1) Appointment Letter (for an Interview) is sent to client;
    2) Eligibility Specialist conducts the Redetermination Interview on the phone (unless in-person is requested or necessary). After the interview, a Redetermination packet (summary information, signature page and documents needed) are mailed to the client;
    3) Client signs and mails or FAXes the Redetermination documents to the Document Center. The Document Center scans the Redetermination documents into the system and the Eligibility Specialist is notified that Redetermination documents are ready;
    4) Eligibility Specialist reviews for completeness and forwards to a State Worker; and
    5) State Worker determines client eligibility.

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Special Needs Populations

18. Will materials be printed in Braille?
Materials will not be printed in Braille. Applicants or their Authorized Representatives can schedule a phone or in-person interview with a caseworker to answer questions related to eligibility determination.

19. If a family is assisting an elderly family member with an application for Medicaid, can they initiate the application process through the Internet?
Yes, the applicant or Authorized Representative can start the Medicaid application on the Internet and conduct the interview over the phone.

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Medicaid Waivers/Central Enrollment Unit

20. Will the Central Enrollment Unit (CEU) that processed Medicaid waiver applications still exist in the new system?
Medicaid waiver applications are being processed in many local DFR offices; however, there is a centralized waiver unit located in Marion County that is processing applications from across the state. There is also a waiver unit at the Service Center that processes waiver cases as regions transition to the modernized solution.

21. Will eligibility processing for Long Term Care services change under the new system?
Nursing home specialists will process nursing home applications in the Service Centers.

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Confidentiality of Client Information

22. Who has access to client information?
While serving a client in the office or on the phone, the client can provide verbal authorization to a Call Center Representative for a V-CAN member to receive the information. If a client is not in your office or on the phone and you need case specific information, you must be listed as an Authorized Representative. Authorized Representatives can be designated in the Authorized Representative section of the application.

23. Can there be multiple Authorized Representatives for a single applicant or client?
Yes. There can be up to three Authorized Representatives for an applicant or client. The Authorized Representatives can be designated in the Authorized Representative section of the application.

24. Will clients' attorneys be able to view documentation contained in the system on a Local Office caseworker's computer?
Because the Indiana Client Eligibility System (ICES) has integrated case files, the caseworker will determine whether the screens an attorney wishes to view contain information about individuals other than the attorney's client. If there is information about other individuals on the screen, it will be printed and information related to other individuals will be removed prior to sharing with the attorney.

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II. Internet Application

<u>Application Use and Format</u>

25. Will the application questions and format change?
The application has changed to make it more user-friendly in the online question and answer format. The application also contains additional questions not included on the old paper application.

26. How long will it take to complete the online application?
The length of time required to complete the online application depends on how many programs the applicant applies for and how long it takes to find the information they need while completing the application.

27. How will the online application screening determine the appropriate type of Medicaid?
The online application includes necessary questions to determine Medicaid eligibility under the category of Medicaid that provides the most benefit with the fewest documentation requirements and will accommodate specialty requirements such as long term care and Home and Community Based Services (HBCS) waivers,

28. Will each screen of the Internet Application have help for applicants?
Yes. "Help" instructions are available.

29. Is the application saved so that the applicant information can be modified if the applicant is notified that something was incorrect or incomplete on the application?
Information provided during the Internet Screening is not saved; however, once an applicant starts the online application, s/he will receive a confirmation number that allows them to save the information provided and complete the online application at a later date. Once an application is submitted, it becomes part of an electronic case file. The applicant is notified by mail of additional information needed to complete application processing. Changes to an applicant's information can be submitted by mail or FAX to the Service Center as well as by contacting the Call Center.

30. How much of the application will be filled out online versus being completed by hand (by the applicant)?
The entire application, except for the applicant signature, can be completed online.

31. If a client submits information through the Internet application, will s/he have to print and sign the application?
After the applicant answers the questions within the online application, the system automatically creates a form that includes the applicant information and responses. This form must be signed by the applicant. The form can be printed by the applicant at the location where they are accessing the online application, or it can be printed by the Service Center and mailed to the applicant's home for signature. If a printer is available, an applicant can print and sign the application. If there is not a printer at the location where an applicant is completing the application, the service center can mail the application to the applicant for signature.

Once the signature page is received at the Service Center, the application will be in pending status. A case number is created and the applicant will receive the case number on a Pending Notice form that is mailed to the applicant's residence. This case number can be used to check case status and/or report changes of income, address or household.

32. If an applicant FAXes copies of required documents to the Document Center, will paper copies also have to be submitted?
No. Applicants do not have to submit paper copies of required documents after they FAX those documents to the Document Center.

33. Will a list of required documents print out with the application when an applicant applies through the Internet?
The entire application packet, which includes a list of required documents for each program, prints with the application when an applicant applies for assistance through the Internet or by contacting the Call Center.

34. **Will the Internet application determine eligibility?**
The online screening tool screens for potential eligibility at the start of the process, similar to the QualCheck system used prior to modernization. An eligibility determination must be made by a State worker on each submitted application. The applicant will be notified of the decision by mail.

35. **What is being done to make sure the Internet application is easy to use?**
The IBM-led Coalition is consulting with experts from the IBM Human Ability and Accessibility Center to make sure that the tools created for Indiana's public assistance applicants are as accessible as possible. Instructions will be simple and easy to read and information will be available in both English and Spanish, with third party translators available. The IBM-led Coalition will also facilitate a client focus group to review an early version of the Internet and phone application tools and gather feedback.

36. **How will the new system address literacy issues?**
Literacy levels of applicants and clients are being taken into account as both the Internet application and automated phone system are being developed to ask questions that applicants can understand. In addition, the Call Center Representatives and Local Office staff can assist an applicant or client if they have difficulty with either tool.

37. **Will all the eligibility rules be available online?**
Eligibility rules are contained online in the Program Policy Manual for Cash Assistance, Food Stamps, and Health Coverage which can be found at www.in.gov/fssa/dfr/6389.htm.

38. **Will the Internet application provide the user with the ability to see Indiana Client Eligibility System (ICES) screens?**
ICES screens are not available through the online application system.

39. **As the new system is implemented, will clients be able to access information such as their current food stamp balance, allotment, time frame for reauthorization and required verification materials?**
Applicants can check case status online, call the toll-free number to speak with a Call Center Representative or use the Call Center Automated System to inquire about case specific information. EBT balance information is available by contacting the EBT Help Desk or by contacting the Call Center to get the EBT Help Desk number. Redetermination information, including required documentation, will be mailed to the client.

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III. Service Centers

Service Centers

40. **What are the roles for staff at the Major and Minor Service Centers?**
The *six Minor Service Centers* will handle case documentation, including application processing, redetermination processing, change reporting, benefit recovery and hearing preparation. In addition, State staff at the minor service centers will make eligibility decisions and conduct Food Stamp interviews over the phone when appropriate.

The *two Major Service Centers* will provide all of the services offered at the minor service centers, including having State staff that make eligibility decisions and conduct Food Stamp interviews over the phone for applicants when appropriate. The major service centers will also provide telephone application screening and answer applicant/client questions, provide document center processing (transferring paper forms into electronic files) and data center processing.

Applicants and clients will not visit the Service Centers in person. When desired or required, in-person visits will be made to the local offices in each county.

41. **How were the locations of Service Centers determined?**
The Service Center locations were chosen to minimize travel for employees.

42. **Will all servers containing client information be held in Indiana?**
Yes. All servers with client data will be housed at the Major Service Center in Grant County, Indiana. Backup servers will be located at the Major Service Center in Lake County, Indiana.

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Call Centers (located within Major Service Centers)

43. **What are the Call Center hours?**
The Call Centers will operate from 7am to 7pm local time for each region.

44. **Is there a time limit for how long a client will have to wait on the phone when contacting the Call Center?**
The IBM-led Coalition is required to meet or exceed specific customer service levels, called Key Performance Indicators (KPI's). These KPI's are listed within Schedule 10 of IBM's contract with FSSA and can be found at www.in.gov/fssa/transformations/edp/edp/index.html. The KPIs will become effective after modernization is implemented statewide.

45. **How will an applicant or client get information from a Call Center Representative?**
When an applicant or client calls the toll-free number, they will be asked to provide two of the three pieces of identifying information: last four digits of their Social Security Number and case number or date of birth. The toll-free number became available to Region 1 in the fall of 2007. This number can be called from anywhere in the state, however until modernization is implemented statewide, only applicants and clients who live in a region where the modernization system has been implemented will be served by the Call Center. Until the modernized system is implemented, clients in other regions must continue to contact their local DFR office for assistance.

46. **Will video relay be available? If so, how will this work with the automated system?**
There are no plans today for video relay; however, there is TTY support available through the Call Center.

47. **Will Call Center staff be trained to serve clients with special needs/disabilities?**
The Call Center is equipped to handle calls from clients with special needs/disabilities. Spanish speaking callers are routed to Call Center staff fluent in Spanish. Callers with other language needs other than Spanish are assisted through the use of the AT&T Language Line. TTY technology is used to enable telephone communication with the hearing impaired. All Call Center employees receive training on how to work with persons who have special needs and disabilities.

48. **Will the Call Center schedule interview appointments or Local Office visits?**
Yes. The Call Center is responsible for scheduling eligibility-related appointments by phone or in the Local Offices.

49. **Will Call Center Representatives answer client-related questions from case managers in community organizations?**
Call Center Representatives will provide client-specific information to community agencies' case managers as long as they have appropriate client authorization.

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Application Documentation & Verification

50. **What is the document retention policy?**
Electronic documents become part of an electronic case file, and will be maintained for the full ten years of the contract.

51. **How are verification-related documents handled, such as financial documents, deeds, and birth certificates?**

Verification document requirements do not change as a result of eligibility modernization. Clients will provide copies of verification documents by mail, FAX, or in person at a local DFR office. These can be sent with their application or after the application is submitted. If original documents such as birth certificates or Social Security Cards are mailed to the Service Center, they will be returned to the applicant.

52. **Is there a document prepared for clients on their rights and any rules about using the different methods that will be available within the new application process?**
All of the application methods, including the Internet and phone channels, will generate a physical application that will be signed by the applicant. A copy of the Applicant Rights and Responsibilities is provided with every application.

53. **Will envelopes be provided to clients in order to mail the application and documentation back to the office?**
Return envelopes are not provided for mailing applications and documentation.

54. **The Deficit Reduction Act (DRA) states that birth certificates cannot be required to be resubmitted once provided by a client. Will clients have to resubmit birth certificates when the new system is rolled out?**
Benefits are not reduced or terminated due to the unavailability of a birth certificate if one has already been presented at a local office.

55. **When income is verified by comparing income information from the applicant to a credit bureau's records, is the applicant's credit rating used by FSSA or the IBM-led Coalition?**
The applicant's credit rating is not collected from the credit bureaus.

56. **When income is verified, will the applicant's income information be provided to agencies such as the Indiana Department of Revenue and used for purposes other than the public assistance application?**
The exchange with the Indiana Department of Revenue (IDOR) provides FSSA with information regarding potentially unreported resources or earnings. Client data is not provided to the IDOR for any other use.

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Application Processing

57. **What is the application turnaround time? Will the new system increase the time it takes to process an application?**
The current federal and state requirements regarding application processing time are followed in the modernized solution.

58. **Will the combined applications used for Children's Special Health Care Services be sent to the Service Centers?**
Yes. The combined applications used for Children's Special Health Care Services should be sent to the Service Center for processing.

59. **Will the Eligibility Modernization project change the Medical Review Team (MRT) or appeals processes?**
Modernization will not change the MRT or the appeals process.

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Caseworkers after Modernization

60. **How will clients know which caseworker is responsible for their case?**
A client is no longer assigned to a specific caseworker; rather, clients have access to any eligibility staff available to answer questions. Applications and calls to the Service Centers are routed to the first available caseworker.

61. How will complex cases be handled without an assigned caseworker?
Specialized eligibility staff are available in the Service Centers for the most complicated types of applications, such as Nursing Home and Medicaid Waiver applications.

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Staffing after Modernization

62. How will staff levels in the Local Offices change?
After Modernization, fewer staff will be located in the Local Offices, since many staff will perform Call Center or administrative functions at the Service Centers. Exact staff levels are not available.

63. Will staffing levels at Local Offices be adjusted based on the number of clients visiting offices versus the number of clients using the mail, FAX or Internet?
The IBM-led Coalition must meet or exceed specific customer service measures. Staffing levels will be adjusted to meet demand.

64. How will the IBM-led Coalition fill vacancies as employees leave?
The IBM-led Coalition will hire for vacant positions through each company's traditional recruitment process, such as Internet postings.

65. What is the long term staffing model? Will there always be 2,200 employees?
The focus of the IBM-led Coalition is to provide excellent customer service with the right number of staff to handle all responsibilities.

66. What is the training curriculum for current workers and new hires? How does this help with the consistency of decisions made around the state?
State and IBM-led Coalition staff receive training that provides an overview of modernization (Service Center model, etc.). Training for each staff position in the Service Center, and for State and Coalition staff at local offices, will be specialized based on the functions of each position. During the Pilot (Region 1 implementation), updated training may be provided to Coalition and State staff should adjustments in processes or systems necessitate new training. After implementation of modernization, training for existing staff will be provided related to new software releases, as well as policy or procedural changes that occur.

New hires will also receive orientation to the Service Center, as well as training based on the specific job functions they will perform. Additionally, new hires will receive program policy and ICES training.

New technologies will be used in the delivery of training, including the use of Computer Based Training Modules, PowerPoint presentations, etc. Additionally, training curriculum will be centrally developed and delivery methods will be standardized for consistency of information provided to trainees. Competency testing will be conducted at specific points during training to make sure that trainees understand and can apply the information they have received. Repetitive practice opportunities also will be provided.

67. What types of social service duties will caseworkers focus on when the paperwork-focused duties are reduced as a result of the new system?
The specialization of caseworker duties allows staff to focus on personal interaction, job training and placement referrals, documentation processing and answering Call Center calls, depending on their job assignment.

68. How do the IBM-led Coalition and State employee roles differ in application processing duties?
IBM-led Coalition staff handle intake of applications, data collection activities for applications, redeterminations and changes, including the request and receipt of appropriate documentation, and calls received at the Call Center. State employees make eligibility determination decisions and conduct Food Stamp interviews. In 55 counties with smaller populations, state workers may also perform intake duties and answer questions.

69. Will DFR State staff and IBM-led Coalition staff have the same network access?
DFR and IBM-led Coalition staff have access to the same network; however, only State employees have ICES security profiles that allow staff to make eligibility determination decisions.

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IV. Voluntary Community Assistance Network (V-CAN)

Membership

70. Will organizations join the V-CAN as the new system is implemented in each region? How will organizations sign up to be V-CAN members?
All organizations are welcome to participate in the V-CAN and they can join at any time. A V-CAN Registration Form is available through the FSSA website (www.in.gov/fssa, click on "Eligibility Modernization/Communications" and "How do I become a member of the V-CAN?"). Supportive materials, such as client posters and postcards, will be provided to Referral and Access Point members shortly before their region starts using the modernization tools. These materials help V-CAN members inform their clients and assist applicants and clients with the modernization tools as they become available.

71. What type of training and support will be provided to V-CAN members?
V-CAN training sessions are held in each region before implementation. The training includes an orientation regarding the different modernization tools such as the Internet Application and Call Center system. The IBM-led Coalition also provides resources for clients at V-CAN sites, such as Internet Roll Menus for computers that provide basic Internet application instructions and Call Center Tip Stands with tips for using the Call Center system.

72. Will the State donate old equipment to V-CAN members?
State Surplus rules do not allow for the transfer of State property to anyone other than another State agency.

73. Is there a monetary incentive to be a V-CAN member?
There are no plans to provide financial compensation to V-CAN members. It is the intention of FSSA and the IBM-Coalition to provide added applicant/client convenience to V-CAN members' clients through access to application tools.

74. Can the V-CAN sites verify original documents and serve as an address for applicants?
IBM-led Coalition and State staff will verify documents submitted to the Service Center. V-CAN members are welcome to assist clients in accessing a fax machine or other means to send the document; however, they will not verify documents on behalf of FSSA or the IBM-led Coalition. If feasible for the V-CAN member, an applicant or client without a mailing address may use a V-CAN member's mailing address to receive eligibility documents from the Service Center.

75. The Indiana Client Eligibility System (ICES) is a secure system. What assurances will clients and V-CAN members have that computers used to access the Internet Application are secure?
Client information provided through the Internet application is encrypted and does not reside on the V-CAN member's server. Instead, the information resides on the IBM Coalition server, which is secure.

76. Will V-CAN members take over case management responsibilities if an applicant applies at the V-CAN location?
No. The V-CAN member is **not** be expected to perform any follow-up related to the application or ongoing services.

77. Is there a difference between being a V-CAN member and subcontractor?
Yes. Subcontractors have a financial and contractual agreement with the IBM-led Coalition. V-CAN membership is voluntary and does not require a formal agreement.

78. Are V-CAN members required to turn over client information to the IBM-led Coalition or State?
No. V-CAN members are not asked to submit any information to the IBM-led Coalition or the State.

79. **Are there goals of how many sites will have Internet, FAX and telephone access in each community?**
There are not specific targets for the number of V-CAN Access Points; however, applicants and clients will benefit directly from a variety of sites with some level of access in communities throughout the State. The IBM-led Coalition will continually encourage organizations throughout the state to join the V-CAN and offer access to clients.

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Access Points

80. **What is an Access Point?**
An Access Point is a type of V-CAN member. A typical V-CAN Access Point will be a local agency that serves clients who may be eligible for public assistance services such as cash assistance (TANF), Food Stamps or Medicaid. Access Points will provide the applicant with access to a phone, computer or FAX machine to submit information related to an eligibility application or manage their ongoing benefits. There is no requirement for an Access Point to provide access to all tools available, nor is there a requirement for an Access Point to serve people in addition to their current client population.

81. **Are there mandated business hours for Access Points?**
No. There are no set business hours required of a V-CAN member.

82. **Will Access Points have a list of all required application documentation?**
Applicants are notified of the specific documentation required for their application, which will depend on the programs involved.

83. **Will Access Points provide their own equipment such as computers and telephones?**
Yes. Access Points will use their own equipment for applicants and clients to use. However, the IBM-led Coalition has identified several computer reuse organizations that provide low cost or free technology to non-profit organizations. Visit www.in.gov/fssa and click "Eligiblity Modernization/Communications" to locate the V-CAN Resource Directory and learn more about the organizations that offer these services.

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V. Program-related

Child Care

84. **How will the Indiana Eligibility Modernization project impact the Child Care Development Fund (CCDF) program?**
The CCDF program is included in the contract between FSSA and IBM. The IBM-led Coalition is scheduled to assume the administration of the CCDF program in the fall of 2008. Additional details regarding how the operations of the program will be affected will be provided closer to the implementation date.

85. **Who will provide child care referral vouchers for clients?**
The child care referral process has not changed and continues to be handled by local offices.

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Hoosier Healthwise Enrollment Centers

86. **Will the Hoosier Healthwise Enrollment Centers be part of the new system? What will happen to Memoranda of Agreement (MOAs) with Hoosier Healthwise Enrollment Centers?**
Hoosier Healthwise Enrollment Centers continue to operate in the modernized system; the MOAs in place today continue to be in effect.

87. **The Hoosier Healthwise paper applications are currently taken to the Local Offices. What is the process under the new system?**
Hoosier Healthwise Enrollment Centers can use the Hoosier Healthwise paper applications ("purple applications") after modernization, sending them through mail or FAX to the Service Center. Enrollment Centers are also invited to join the V-CAN as Access Points, offering their clients access to the other application tools, such as the Internet Application, should they prove to be more convenient for their applicants.

88. **Will the Hoosier Healthwise Helpline toll-free number be eliminated?**
The Hoosier Healthwise Helpline managed by the Office of Medicaid Policy and Planning enrollment broker remains in place.

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Indiana Manpower and Comprehensive Training (IMPACT) Program

89. **How will the IBM-led Coalition assist in job training and placement?**
The IBM-led Coalition will administer the IMPACT program as modernization is implemented in each region. Arbor, one of the IBM-led Coalition members, provides direct training services to IMPACT clients and could choose to sub-contract to other service providers, as well.

90. **Will Arbor be hiring staff and where will the offices be located?**
Arbor will hire staff, which may include some of the former FSSA employees who transitioned to the IBM-led Coalition in March 2007. Arbor staff will be located in the joint Coalition/State offices in the 37 most populous Indiana counties and will serve participants throughout the state.

91. **What is the IBM-led Coalition's job training approach?**
Arbor uses the Vantedge curriculum, which is Arbor's proprietary curriculum. Other materials used with clients depend on the participant and the activity.

92. **Will post-secondary education be considered a step to self-sufficiency in order to receive benefits and exempt a participant from other job training?**
Education will be counted as work participation to the extent allowed by state and federal law.

93. **Will there be a program to help ex-offenders gain self-sufficiency?**
Currently, the IBM-led Coalition does not plan to offer separate job training and placement programs for ex-offenders; however, ex-offenders will be served whenever they are engaged in IMPACT services. The IBM-led Coalition may consider use of targeted services for special populations if they appear to be needed.

94. **How will the Indiana Eligibility Modernization project improve work participation rates in areas that don't have enough good jobs?**
Economic development is a priority in several areas of the state, though it is not directly related to the activities of the IMPACT program. Job developers employed by Arbor will work toward encouraging the development of positions that can assist IMPACT participants in reaching self-sufficiency.

95. **Since the State is determining eligibility, is Arbor or a subcontractor going to determine non-compliance and sanctions?**
Only State workers make eligibility decisions. Because sanctions are an eligibility decision, State workers make the decision to implement sanctions based on compliance information received from the IBM-led Coalition.

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Medicaid

96. Will the Qualified Medicare Beneficiary (QMB) and Specified Low-Income Medicare Beneficiary (SLMB) applications be handled through the new system?
Yes. Applications for QMB/SLMB are handled in the modernized system.

97. How will an applicant indicate a miscarriage on the online application?
There is not a place on the online application to indicate a miscarriage; however, applicants can make that information available during the interview process.

98. Will documents related to Medicaid spend-down still need to be dropped off at a local office, or can these be handled another way such as through the Service Center?
Because spend-down requires a review of documentation, copies of documents may be provided by mail or FAX to the Service Center or presented at the Local Office. If presented at the Local Office, the copies will be sent for a worker to process at the Service Center.

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VI. General Questions

The IBM-led Coalition

99. Who are the IBM-led Coalition members?
The IBM-led Coalition is led by IBM, which handles management of the initiative and the development of the majority of the technology associated with modernization. Other IBM-led Coalition partners include the following:

- Affiliated Computer Services (ACS) oversees the day-to-day operations of IBM-led Coalition Service Center facilities and eligibility-related staff.
- Arbor Education and Training administers the IMPACT job training and placement program.
- RCR Technology Corporation creates and supports the technology related to comparisons of data between ICES and systems administered by outside entities, such as the Indiana Department of Revenue and credit bureaus.
- Phoenix Data Corporation performs the duties associated with scanning and cataloging application documents that are made electronic for modernization.
- Haverstick implements much of the technology infrastructure, such as networking equipment.
- Interactive Intelligence provides the software used for the automated phone system.
- Crowe Chizek and Company LLC provides communications and outreach services.
- Alpha Rae Personnel provides ongoing staffing needs.
- Postmasters provides outgoing mail services.

100. Do the IBM-led Coalition members qualify as Indiana companies?
All of the companies listed in the previous question qualify as Indiana companies under the state statute related to the Buy Indiana Initiative (IC 5-22-15-20.5). The categories include those companies that make a substantial capital investment in Indiana or have a substantial Indiana economic impact.

101. Is the IBM-led Coalition open to constructive criticism about the new system, especially during the pilot process?
The IBM-led Coalition encourages feedback from community organizations before, during and after each regional implementation. This feedback is critical to ongoing improvements to the system.

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Fraud Prevention

102. What are the measures and level of security in place to protect confidential client information?
IBM-led Coalition and State staff operate under the same strict guidelines regarding confidentiality of information. Tivoli Access Manager is used to make sure that outside personnel do not have access to confidential data.

Security measures for application information differ depending on the method of information submission. Personally identifying information (such as a Social Security Number or date of birth) is required to access information on the Internet or the Call Center Automated System.

103. How will the Indiana Eligibility Modernization initiative improve fraud prevention?
New comparisons of income reported by clients and income reported in other databases (e.g., income information from the Indiana Department of Revenue) assists in making sure income information is accurate.

104. Are there measures in place to ensure that clients are not receiving benefits from another state?
There is a comparison of client data between Indiana and other states to protect against clients receiving benefits from more than one state.

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Policy

105. Will the IBM-led Coalition follow the State policies as they exist today?
Yes. The State maintains all responsibility for policy, including policy changes and updates in the future. The IBM-led Coalition will implement future policy changes and may provide policy recommendations as appropriate.

106. How will the IBM-led Coalition make sure that information is provided consistently?
State and IBM-led Coalition staff receive the same training in policies and procedures to encourage consistency across the state. The State and IBM-led Coalition documented all procedures associated with the application process at the beginning of this initiative to promote consistency.

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Service-Level Agreements

107. If State workers make eligibility decisions, how will ACS be held accountable for error rates?
Although State workers always make the eligibility determination, the information gathered by the IBM-led Coalition is used by State workers to make those decisions. In addition, the training for State workers is provided by the IBM-led Coalition. Coalition error rates will gauge whether or not appropriate procedures are being followed to promote accurate decision-making.

108. Will denied applications be reviewed for errors?
A sample of applications denied by State workers will be reviewed for errors, just as a sample of approved applications will be reviewed.

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Other

109. What happens with pending applications when regions transition to the new system?
Depending on where the application is in the process, some of the applications already in process at the time of transition to modernization will be completed in the current (or “old”) system and others in modernization.

110. Will FSSA be notified if enrollment declines?
FSSA and the IBM-led Coalition monitor the number of applications each month compared to the same month from the prior year to monitor ongoing accessibility of the application system. Trends are also monitored from month to month.

111. How many new clients will be added in the first year?
Future caseloads have not been estimated.

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